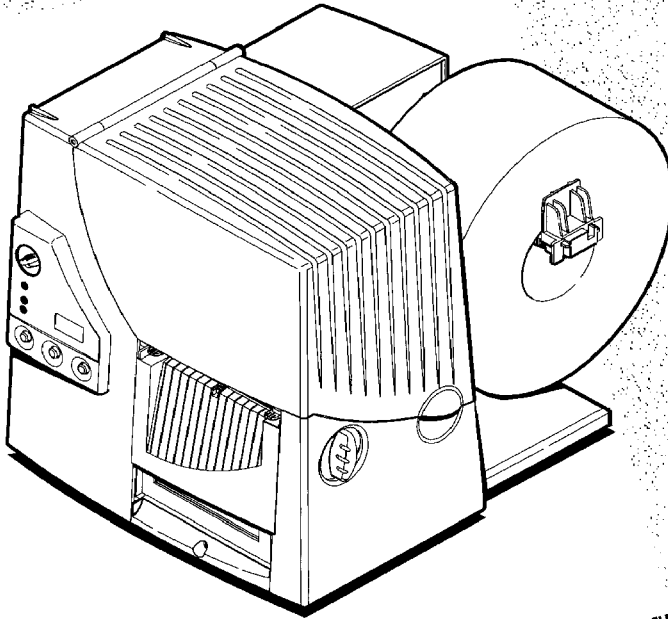


Operator's Handbook

Paxar®
9830-CL™ Printer



PAXAR

Each product and program carries a respective written warranty, the only warranty on which the customer can rely. Paxar reserves the right to make changes in the product, the programs, and their availability at any time and without notice. Although Paxar has made every effort to provide complete and accurate information in this manual, Paxar shall not be liable for any omissions or inaccuracies. Any update will be incorporated in a later edition of this manual.

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WARNING

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CANADIAN D.O.C. WARNING

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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Paxar Corporation Systems Group
1 Wilcox Street
Sayre, PA 18840

Warranty Information

Limited Warranty

PAXAR Systems Group, Division of PAXAR Corporation, extends the following warranties to the original purchaser of a PAXAR 9830CL which has been installed and operated using recommended procedures and operating conditions.

Parts

Parts found defective in material or workmanship will be replaced at no charge for a period of six months following the machine's shipment date. Parts damaged by negligence, abuse, or normal wear are not covered. PAXAR 9830CL parts classed as normal wear items include print heads, feed rollers, and platen rollers.

Service

Service to replace defective parts, as defined above, shall be provided at no charge for a period of six months following the machine's shipment date.

When ordering replacement parts and supplies in the U.S.A., reference all correspondence to the following address:

PAXAR Corp.
1 Wilcox Street
Sayre, PA 18840

Tel: (570) 888-6641
Fax: (570) 888-6406

For additional information, visit **www.paxar.com**.

For Parts in the U.S.A. Call: 1-800-96PAXAR or (570) 888-6641,
Fax: (570) 888-5230

For Service in the U.S.A. Call: (570) 888-9116 or (570) 888-7416.

For parts and service in countries other than the U.S.A., please contact your local PAXAR supplier.

PAXAR Systems Group reserves the right to incorporate any modifications or improvements in the machines and machine specifications which it considers necessary and does not assume any obligation to make said changes in equipment previously sold.

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GETTING STARTED

1

The Paxar® 9830CL™ Care Label printer lets you print text, graphics, and bar codes on thermal transfer (ribbon) fabric labels.

This chapter includes information about

- ◆ unpacking the printer.
- ◆ connecting the power cord.
- ◆ connecting the communications cable.
- ◆ using the printer's control panel.

Audience

The *Operator's Handbook* is for the person who prints and applies labels.

Unpacking the Printer

After you unpack the printer, you should have: a 9830CL printer, power cord, and a ribbon take-up core (may already be on take-up reel).

Keep the box and packaging material in case the printer ever needs repair.

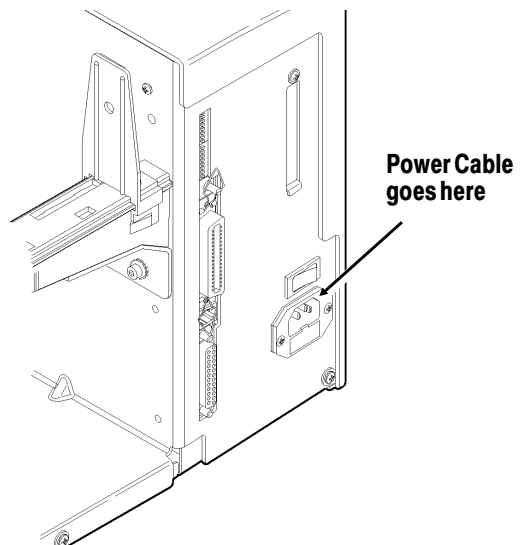
Power cords are not supplied with 230-volt printers. You need to purchase a power cord separately. The power cord requires IEC 320 STD C13 end finish for the printer interface and it must meet requirements for 1.6 Amps at 115VAC and 1 Amp at 230VAC.

Connecting the Power Cable

To connect the power cable:

1. Plug the power cable into the socket. Plug the other end of the cable into a grounded electrical outlet.
2. Turn on the printer. Press (I) to turn on and (O) to turn off the printer.

For information about replacing the fuse, see Chapter 4, "Care and Maintenance."



Establishing Communications

Before the printer can accept print jobs from the host, you must:

- ◆ Connect the communication cable to the printer and to the host.
- ◆ Set the communication values on the printer to match those at the host. (Only required if you are using the serial port.)

Connecting the Communication Cable

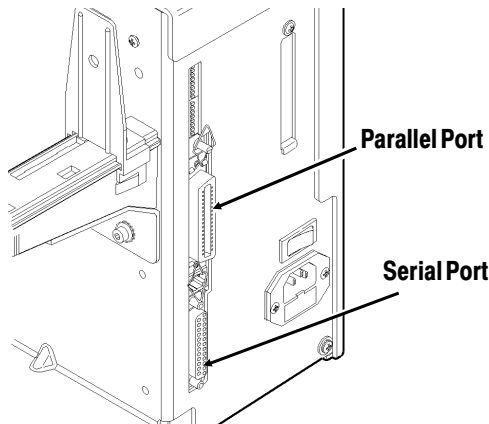
Make sure the printer is off before connecting the cable to the communication port.

Ask your System Administrator which method to use to communicate with the host:

- ◆ Serial Communication
(required for use with Paxar PCMate software)
9 to 25 pin cable
25 to 25 pin cable
- ◆ Parallel Communication
IEEE-1284 or Centronics® mode cable

See "Setting DIP Switches," for more information.

Connect the communication cable into the appropriate port. Secure the cable with the connecting screws (serial) or spring clips (parallel).



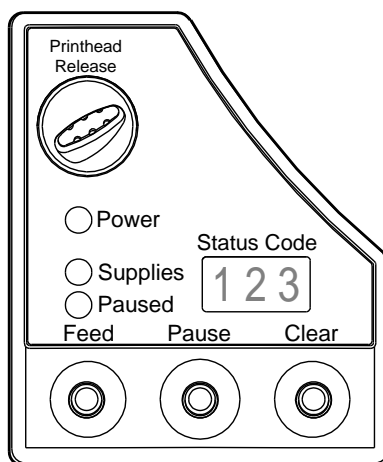
Default Serial Port Communication Values

If you are communicating with the host through the serial port, make sure the printer's communication values match those at the host. The factory default values are: 9600 Baud, 8 bit data frame Word Length, 1 Stop Bit, no Parity, and RTS/CTS Flow Control.

To change the printer's communication values, ask your System Administrator or see "Setting DIP Switches" to change the DIP switch settings.

Using the Control Panel

The control panel helps you check printer status, displays error codes, and allows you to perform some basic printer functions.



Printer Status Lights

Power: The printer shows a steady green light when it is on.

Supplies: The printer shows a blinking amber light when it is out of labels or ribbon, or when you have a supply jam.

Paused: The printer shows a steady amber light when paused.

The printer shows a blinking amber light when there is a data, communication, or data formatting error. See the status code box for the error code.

The printer also shows a blinking amber light when it's ready to print a label in the On-Demand mode. See Chapter 3, "Printing" for more information.

Button Functions

Feed:

- ◆ Prints a label in the On-Demand mode.
- ◆ Feeds a blank label if there is no print job.
- ◆ Prints a label with error information that is useful to your System Administrator if an error is displayed.

Pause: Pauses the current print job or resumes a paused print job. When the Paused light is on, the job is paused.

Feed and Pause: Prints a test label when you press the buttons at the same time.

Feed and Clear: Allows you to adjust print positions from paused mode. See Chapter 3, "Printing" for more information.

Clear:

- ◆ Clears an error.
- ◆ Cancels the current print job.
- ◆ Cancels all queued print jobs if pressed for two seconds. Also clears the communication queue and cancels any packet being received.

To cancel a single or all queued print jobs, the printer must be in paused mode before **Clear** is pressed.

Status Code Box

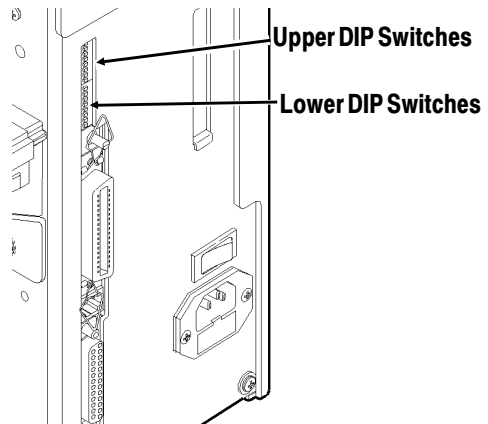
The status code box displays a three-digit error code to identify any problem the printer may have. For a description of the problem, look up the error code in Chapter 5, "Troubleshooting."

If there is no error, the display will be blank.

Setting Dip Switches

To change the DIP switch settings, move the switches to the desired position and then turn on the printer. If you select Software Controlled, the parameters in Packet F will override the communication settings.

Software Controlled uses the **last sent** Packet F settings or the defaults. Turning on the printer activates the DIP switch settings. Make sure the DIP switch settings match the printer's setup for ribbon or supply type.



DIP Switches

Upper DIP Switches

	1	2	3	4	5	6	7	8
Baud Rate								
38400	ON	ON	OFF					
19200	ON	OFF	ON					
9600	ON	OFF	OFF					
4800	OFF	ON	ON					
2400	OFF	ON	OFF					
1200	OFF	OFF	ON					
Software Control	OFF	OFF	OFF					
Data Bits								
7 Data Bits				ON				
8 Data Bits				OFF				
Stop Bits								
2 Stop Bits					ON			
1 Stop Bit					OFF			
Parity								
Even						ON	OFF	
Odd						OFF	ON	
None						OFF	OFF	
Parallel Port								
Centronics Mode								OFF
IEEE-1284								ON

Values in bold indicate the default setting (9600 Baud; 8 Data Bits; 1 Stop Bit; No Parity; and Centronics Mode).

Communication settings at the printer must match those at the host. Make sure your host is capable of communicating at the speed you select for the printer.

Lower DIP Switches

	1	2	3	4	5	6	7	8
Flow Control XON/XOFF RTS/CTS* DTR	ON OFF OFF	OFF ON OFF						
Diagnostics Normal Diagnostics Mode			OFF ON					
Verifier No Verifier Verifier Installed				OFF ON				
Supply Type Die Cut or Edge Aperture Black Mark Continuous Center Aperture					OFF OFF ON ON	OFF ON OFF ON		
Ribbon Transfer Direct							OFF ON	
Feed Mode Disable On-Demand Enable On-Demand								OFF ON

Values in bold indicate the default setting (RTS/CTS Flow Control; Normal Mode; No Verifier; Continuous Supply; Transfer; and Continuous Mode).

* Requires a special cable.

LOADING SUPPLIES

2

This chapter describes how to load a roll of supply and a ribbon roll.

You can use Paxar's 9830CL fabric label kits containing perforated fabric labels and ribbon. If you switch from black mark to continuous supplies make sure the DIP switches are set correctly.

Make sure you use only approved Paxar supplies. See Appendix A, "Specifications and Accessories" for a list of Paxar supplies or contact your Paxar Representative for more information.

CAUTION

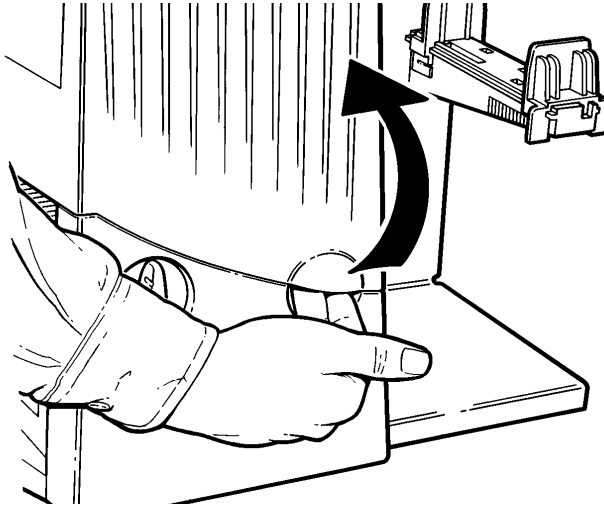
The width of the ribbon must be greater than the supply width. Since some supplies are more abrasive to printheads than others, using a ribbon wider than your supply helps protect the printhead. Replacement printheads are expensive.

Loading Labels

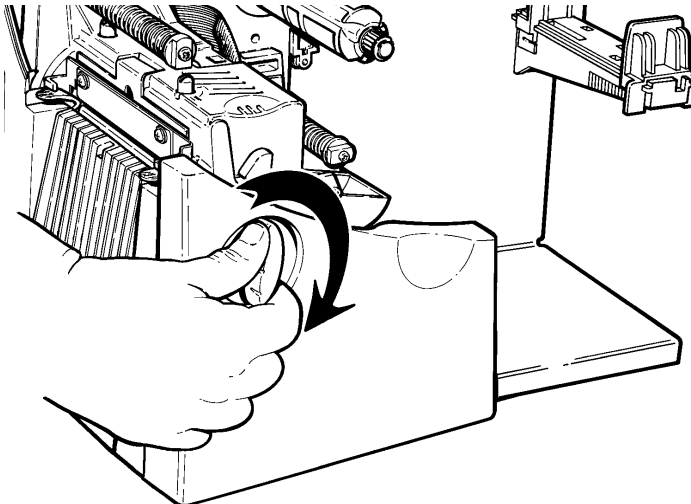
Make sure the printer is configured for the correct supply type.

To load a roll of labels:

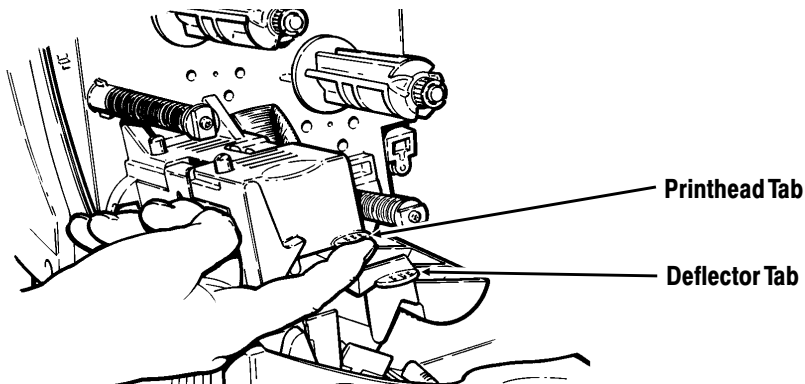
1. Open the cover.



2. Unlock the printhead by turning the retaining latch.



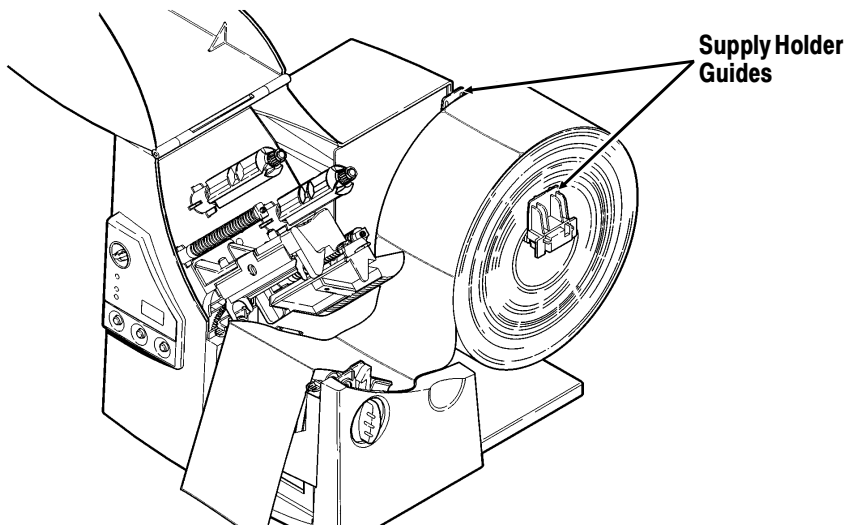
3. Lift printhead assembly using the printhead tab until the assembly locks into place.



CAUTION

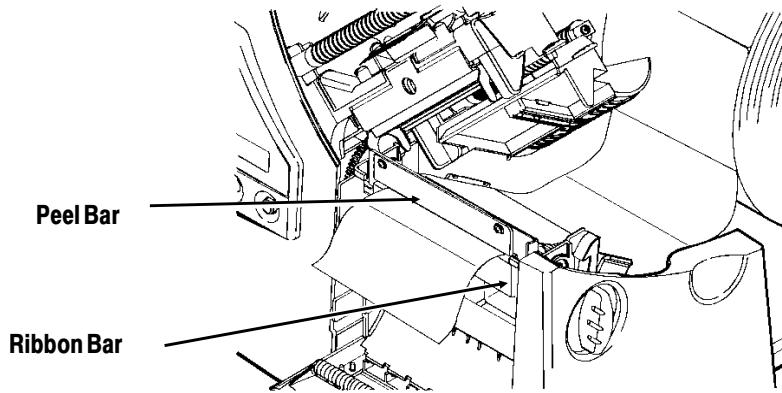
Make sure you use only approved Paxar supplies. See Appendix A, "Specifications and Accessories" for a list of Paxar supplies or contact your Paxar Representative for more information.

4. Place the roll of supply on the supply holder. Make sure the supply unrolls from the top as shown.



Do not pick up the printer
by the supply holder.

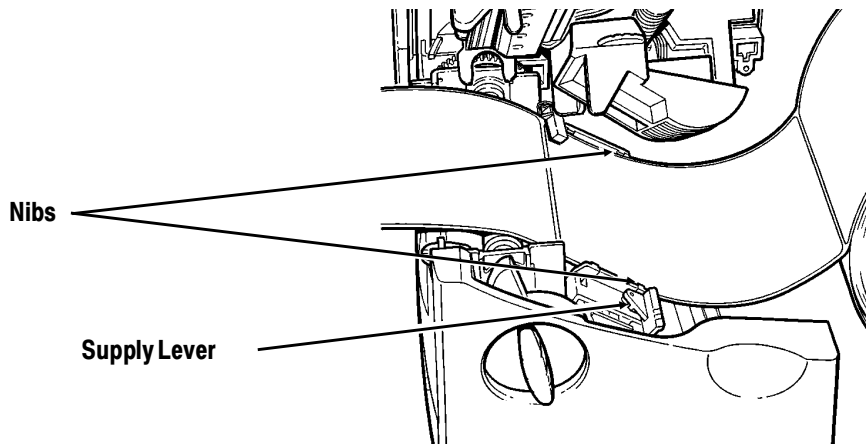
5. Adjust the supply holder guides so the sides barely touch the roll. Make sure the supply roll turns freely.
6. Push down on the supply lever to unlock the supply guides.
7. Lay the label strip across the supply guide and thread the supply between the ribbon bar and peel bar.



CAUTION

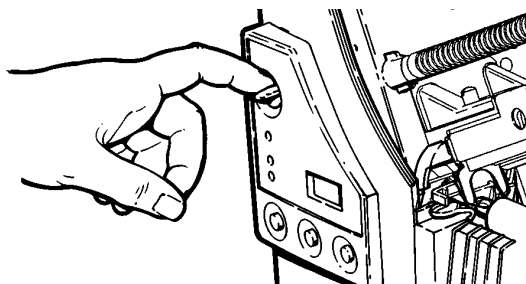
Make sure the supply is straight in the supply path
and aligned with the printhead.

8. Tuck the supply under the nibs.

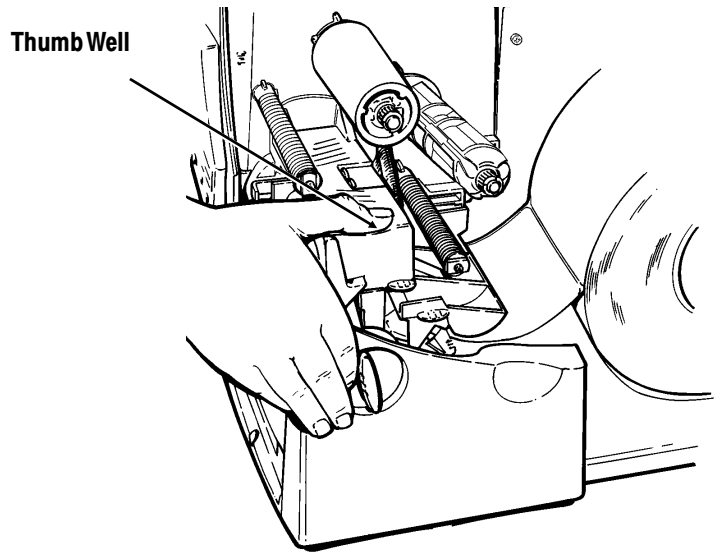


Make sure a few inches of supply are past the front end of the printer.

9. Adjust the supply guides so they touch the supply. Push up on the supply lever to lock the supply guides into place.
10. Hold the printhead assembly by the printhead tab while pressing down on the printhead release.



11. Close the printhead by pressing down on the thumb well until you hear it click into place.



12. Close the cover.
13. Press **Feed** to position the supply under the printhead.

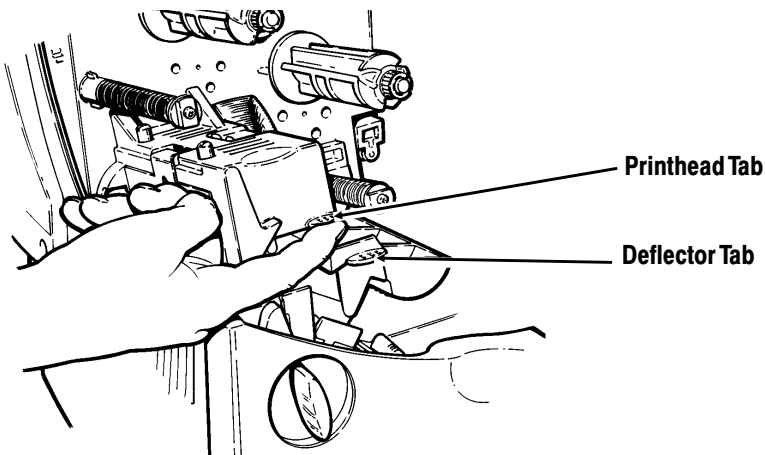
You may need to adjust the wide/narrow knobs depending on the width of your supply. See Chapter 4, "Care and Maintenance" for more information.

Loading Ribbon

Make sure the printer is configured to use a ribbon.

To load ribbon:

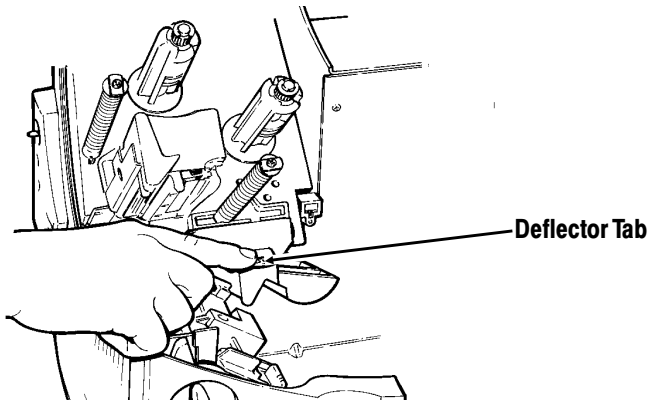
1. Open the cover.
2. Unlock the printhead by turning the retaining latch.
3. Lift printhead assembly using the printhead tab until the assembly locks into place.



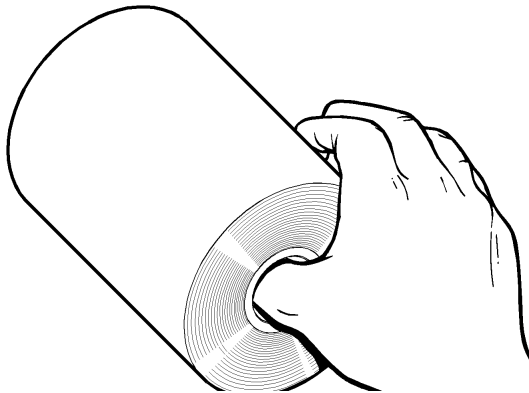
CAUTION

Make sure you use only approved Paxar supplies. See Appendix A, "Specifications and Accessories" for a list of Paxar supplies or contact your Paxar Representative for more information.

4. Push the deflector tab down.



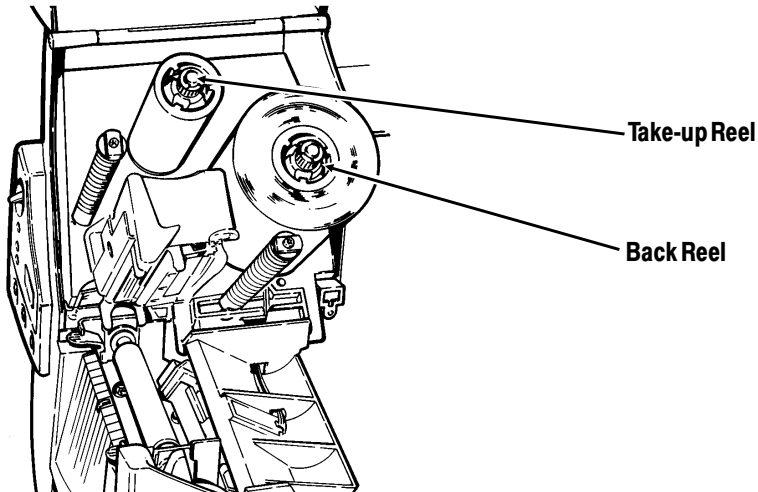
5. Slide the extra ribbon core on the take-up reel as far as it will go with the writing on the end of the core facing out. Use your empty ribbon core as the take-up core. The take-up core only fits on the take-up reel one way. (An extra take-up core is available. See "Accessories" in Appendix A for more information.)
6. Remove the new ribbon from the package as shown. Do not wrinkle or crush the new ribbon.



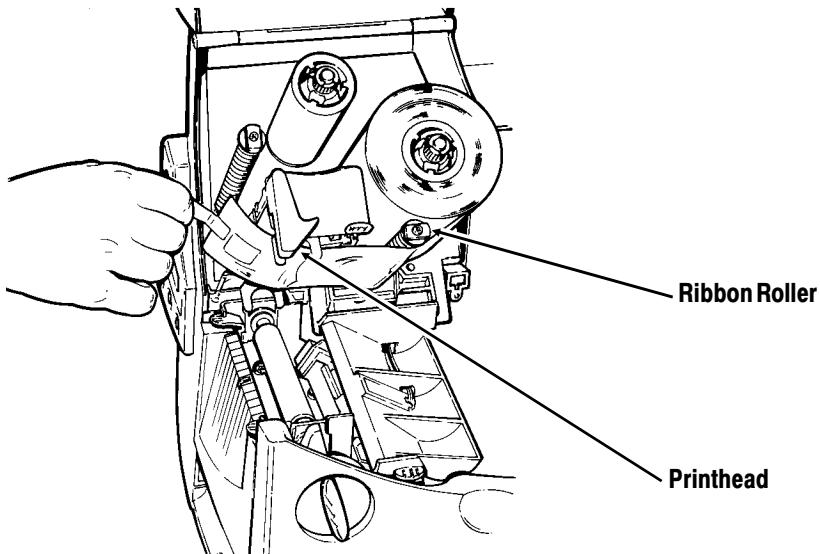
CAUTION

Since some supplies are more abrasive to printheads than others, using a ribbon wider than your supply helps protect the printhead.

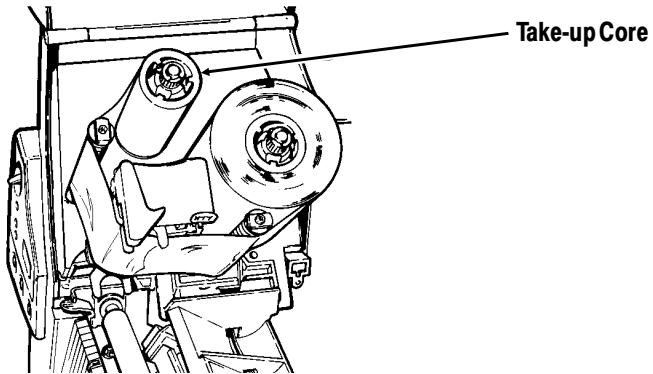
7. Slide the ribbon onto the back reel as far as it will go with the writing on the end of the core facing out. The ribbon roll only fits on the reel one way. Carefully unwind a few inches of ribbon from the bottom of the roll.



8. Carefully feed the ribbon under both ribbon rollers and printhead as shown.



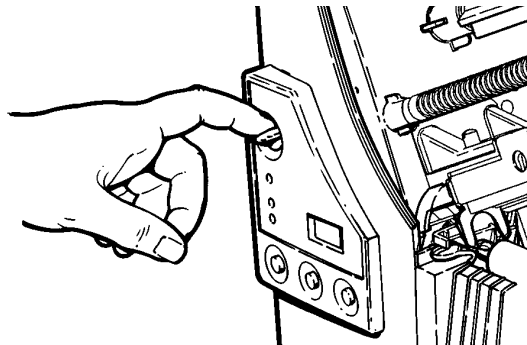
9. Tape the ribbon to the take-up core. ***Do not tape the ribbon to the take-up reel.***
10. Align the ribbon with the printhead and supply.



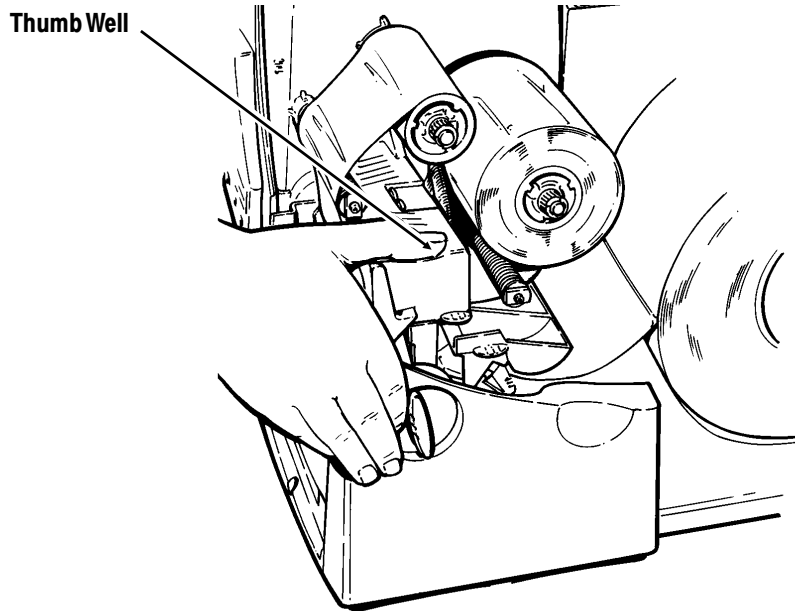
CAUTION

Make sure the ribbon is straight and centered throughout the path.

11. Rotate the take-up core until the leader is past the printhead.
12. Remove any slack in the ribbon by turning the take-up reel clockwise.
13. Hold the printhead assembly by the printhead tab while pressing down on the printhead release.



14. Close the printhead by pressing down on the thumb well until you hear it click into place. Close the cover.



PRINTING

3

This chapter explains how to

- ◆ use on-demand mode printing.
- ◆ print an error label and batch separators.
- ◆ adjust the print positions.
- ◆ print care symbols and special characters, such as the Euro-Dollar symbol.

Printing

The host sends online packets containing print jobs to the printer.

To print:

1. Turn on the printer.
2. Download a format and a batch. See your System Administrator for more information about downloading packets.

The printer prints a strip of labels.

3. Remove the printed labels.

On-Demand Mode Printing

When the printer is operating in On-Demand mode, the next label prints when the previous label is removed from the printer or when **Feed** is pressed. The Paused light blinks until all the labels in the batch are printed.

Printing an Error Label

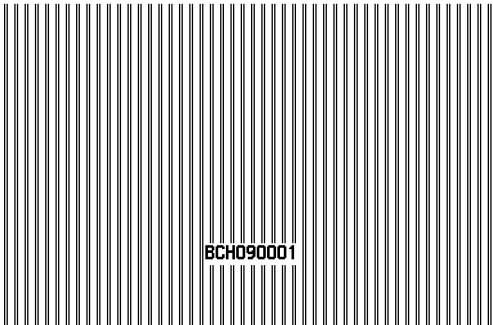
If the printer displays a data error (errors 0-499), press **Feed** to print an error label and continue printing. See your System Administrator about the error label.

PAXAR
MODEL: M9840 S/W: Version 6.2.0.0

FORMAT NAME : 40200
BATCH NAME :
PACKET TYPE : F
FIELD TYPE : C
LINE # : 8
ERROR # : 18

Using Batch Separators

A batch separator is a striped label that prints in between batches. The name of the batch is shown on the batch separator.



Adjusting Print Positions

You can adjust the supply, print, and margin positions by using the control panel buttons. Make sure a batch is not waiting to print, the printer is not paused, or has an error before you change the settings.

To change the supply, print, or margin positions:

1. Press **Pause**.
2. Press **Feed** and **Clear** (at the same time) once to select the supply position, twice to select the print position, and three times to select the margin position. These buttons act as toggle switches between the three (supply, print, and margin) position adjustments.

When you select the position to change, the current setting is displayed.

3. Press **Feed** to decrease the current position by one dot or press **Feed** for two seconds to decrease the value by 10 dots.
OR
Press **Clear** to increase the current position by one dot or press **Clear** for two seconds to increase the value by 10 dots.

If the position has a negative value, the supplies light is on.
After you adjust the position (and release the buttons), the setting is displayed.

4. Press **Pause** when you are done making adjustments.

Resend the format so these changes take effect. Change the settings after the batch is done printing.

Review the following definitions for the different print position adjustments.

Supply Position Adjusts the machine to print at the vertical 0,0 point on the supply. Increase the supply position to move print up, decrease to move print down on the label. The range is -300 to 300 dots.

The supply position adjustment should only be made on initial printer setup. For format adjustments, change the print position.

Print Position Adjusts where data prints vertically on the supply. Increase the print position to move print up, decrease to move print down. The range is -99 to 99 dots.

Margin Position Adjusts where data prints horizontally on the supply. Increase the margin position to move print to the right, decrease to move print to the left. The range is -99 to 99 dots.

Printing the Euro-Dollar Symbol

You can print the Euro-Dollar symbol (€) online by using tilde 192 (~192) in your batch data packet. Your System Administrator can also select the Euro-Dollar symbol by sending the Monetary Formatting Packet (packet D). See Appendix B, "Using Advanced Features," for more information about the Monetary Formatting Packet.

Entering Care Symbols and Special Characters














































































When using special characters in your batch data file, type a tilde in front of the three-digit code. For example, if you want to include the ☞ character in a text field using Font 70, type: ~054. You only need to enter the character code if you are manually creating a format. If you are using PCMate software, the characters are already available and there is no need to enter the character code.

Font Samples

The following table shows the characters available with Font 70 and Font 71. Font 70 is a 15-point font and Font 71 is an 18-point font.

32	33	34	35	36	37	38	39
	○	Ⓐ	ⓕ	Ⓟ	⊗	Ⓕ	Ⓟ
40	41	42	43	44	45	46	47
△	△	⊗	⊗	⊗	⊗	⊗	⊗
48	49	50	51	52	53	54	55
□	□	□	□	□	⊗	⊗	⊗
56	57	58	59	60	61	62	63
30	30	40	40	50	50	60	60
64	65	66	67	68	69	70	71
70	70	95	95	95	100	60	60
72	73	74	75	76	77	78	79
30	40	40	40	30	95	Ⓢ	Ⓜ
80	81	82	83	84	85	86	87
Ⓛ	Ⓧ	110	150	200	40	85	30

The following table shows the characters available with Font 72 and Font 73. Font 72 is a 15-point font and Font 73 is an 18-point font.

32	33	34	35	36	37	38	39
							
40	41	42	43	44	45	46	47
							
48	49	50	51	52	53	54	55
							
56	57	58	59	60	61	62	63
							
64	65	66	67	68	69	70	71
							
72	73	74	75	76	77	78	79
							
80	81	82	83	84	85	86	87
							
88	89	90	91	92	93	94	95
							
96	97	98	99	100	101	102	103
							
104	105	106	107	108	109		
							

CARE AND MAINTENANCE

4

This chapter tells you how to

- ◆ clear label jams
- ◆ clean the printhead and platen roller
- ◆ replace a printhead
- ◆ adjust print contrast
- ◆ replace a fuse.

CAUTION

Do not use sharp objects to clean the printhead. This may damage the printer and void your warranty.

Clearing Label Jams

When you are printing and a jam occurs, the **Supplies** light on the printer's front panel blinks. To clear the jam:

1. Turn off the printer.
2. Open the cover and printhead assembly.
3. If necessary, remove the label roll and ribbon.
4. Remove the jammed labels and reload the label roll.
5. Close the printhead assembly and turn on the printer.
6. Press **Feed** to position the supply under the printhead.

Cleaning

The rate and frequency at which you print determines how often you must clean the printer.

You may need to clean the printhead and platen roller:

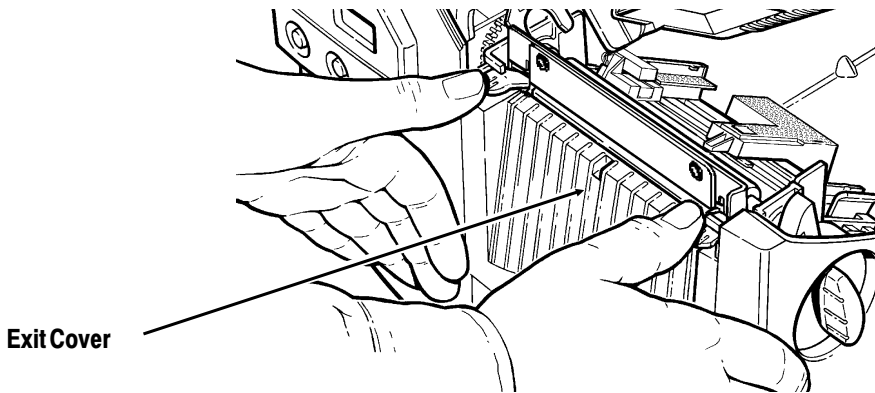
- ◆ if there is any adhesive build-up in the supply path
- ◆ whenever you load new supplies
- ◆ daily if your printer is in an excessively dirty, hot, or humid environment
- ◆ when you see voids in the print as shown.



You may have to clean the supply sensor more often if you frequently receive supply error codes.

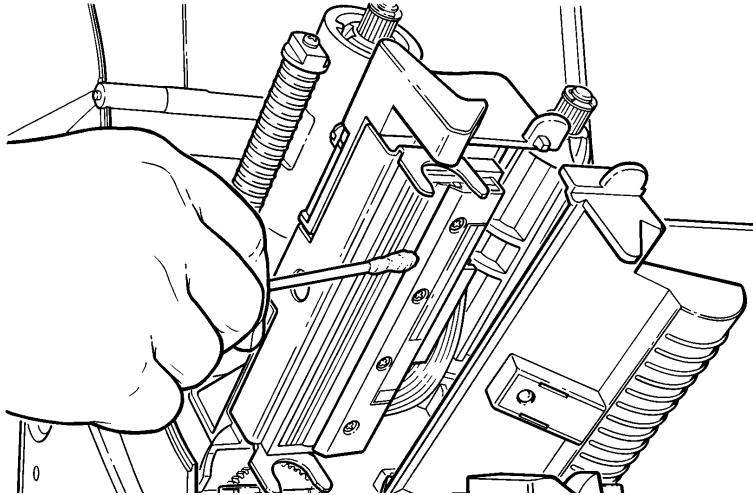
To clean the printhead, supply sensor, and platen roller:

1. Turn off the printer.
2. Open the cover and printhead assembly.
3. Remove the label roll and ribbon (when cleaning the printhead).
4. Press down on the exit cover tabs to open the exit cover on the front of the printer.

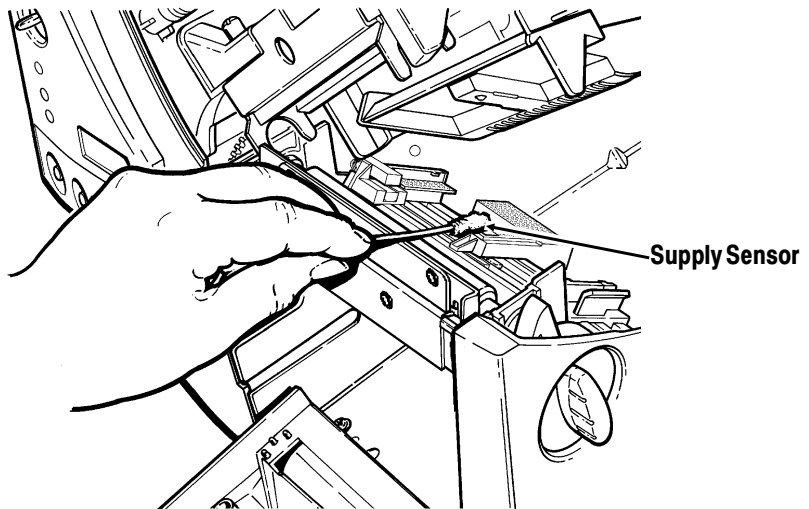


5. Clean the platen roller with a dry cloth or small brush. However, if there is adhesive gum build-up on the platen roller, moisten a cotton swab with isopropyl alcohol. Turn the platen roller with your finger and run the cotton swab or dry cloth across it. Make sure the platen roller is clean all the way around.

6. Moisten another cotton swab with isopropyl alcohol. Rub the cotton swab across the printhead and remove any build-up.

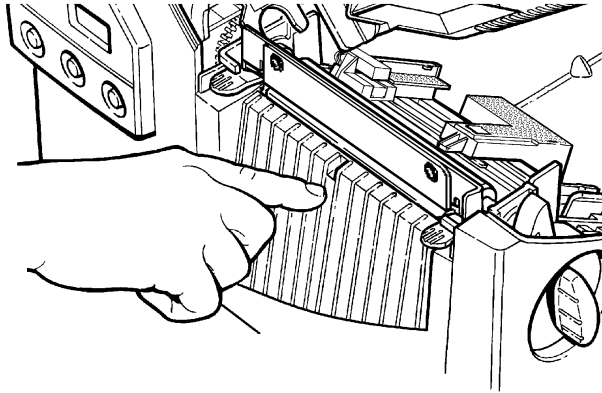


7. Rub the cotton swab across the supply sensor and remove any build-up.



8. Clean the build-up in the supply path.

9. Let the printer dry and reload your supplies.
10. Close the exit cover by pushing firmly on it as shown. Both latches will click into place.



11. Close the cover and printhead assembly.
12. Turn on the printer.
13. Press **Feed** to position the supply under the printhead.

Resend your format, batch, and
check digit packets.

Replacing the Printhead

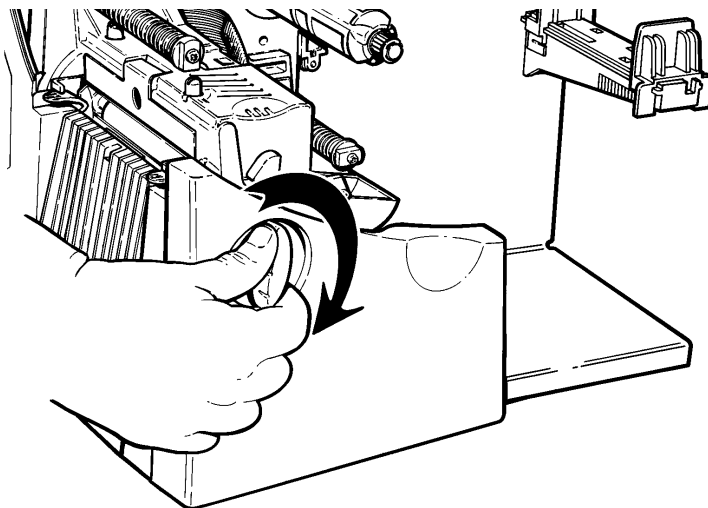
You may have to replace the printhead if it is damaged or worn-out. For example, you may see 616 (bad dot or dots) or 765 (printhead failure) error codes.

CAUTION

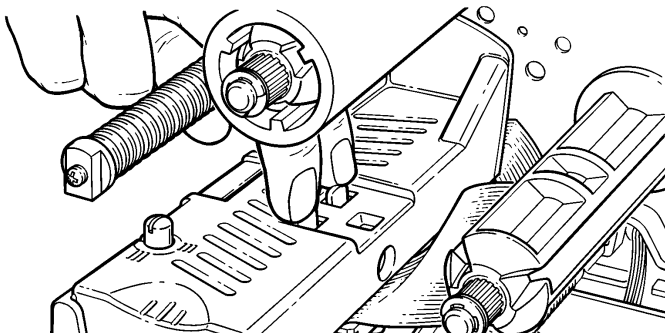
The printhead is sensitive to static electricity, which can damage the printhead or reduce its life. Ground yourself by touching some metal, such as the printer's metal base, before touching the printhead. Clean the printhead to remove any salt or oil left from handling prior to operation.

To replace the printhead:

1. Turn off the printer.
2. Open the cover.
3. Unlock the printhead by turning the retaining latch.



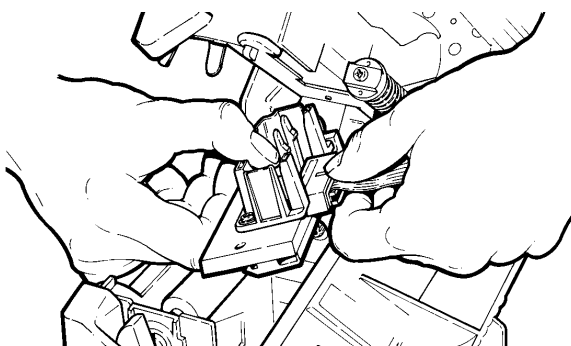
4. Press forward and down on the two latches on top of the printhead assembly as shown. The printhead will drop down.



5. Lift the printhead assembly using the printhead tab and push back until the printhead assembly clicks into place.
6. Carefully unplug the cable from the printhead as shown.

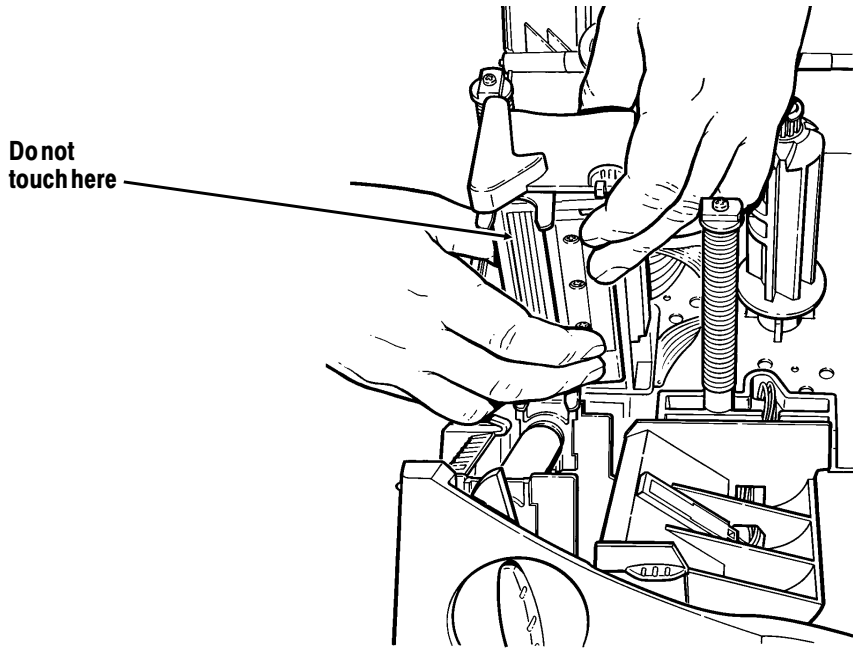
CAUTION

The printhead is sensitive to static electricity, which can damage the printhead or reduce its life. Ground yourself by touching some metal, such as the printer's metal base, before touching the printhead.



7. Carefully plug the cable into the new printhead. The cable connector is keyed, so you cannot incorrectly connect the cable. However, it is normal to feel some resistance when correctly connecting the cable.

8. Align the new printhead with the tabs.
9. Snap the printhead into place.



Make sure the printhead cable does not touch the ribbon roll.

10. Clean the new printhead with a cotton swab dipped in isopropyl alcohol to remove any salt or oil left from handling.
11. Let the printhead dry and reload your supplies.
12. Close the printhead assembly and the cover.
13. Turn on the printer.
14. Press **Feed** to position the supply under the printhead.

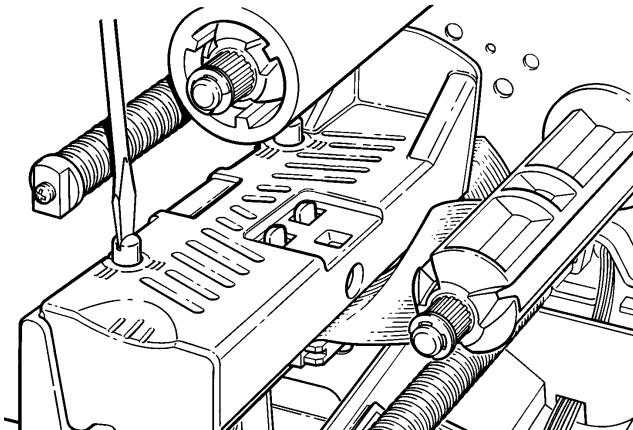
Adjusting the Wide/Narrow Knobs

The printer is factory-set to use narrow supplies. In most cases, the narrow setting does not need to be changed. However, you should change the setting to wide if you are using custom supplies or supplies wider than two inches. For supply that is more than two inches wide, adjust the knobs to the wide setting. For supply that is two inches wide or less, adjust the knobs to the narrow setting.

Both knobs must be adjusted to the same position.

Make sure the narrow/wide knobs are set correctly for your supply. *If you are not sure which setting to use, try the narrow setting first and then check the print quality. If the printing is too light, use the wide setting.*

For wide supplies, push down and turn the wide/narrow knobs clockwise with a screwdriver. For narrow supplies, turn the wide/narrow knobs counter-clockwise with a screwdriver until it pops back up.



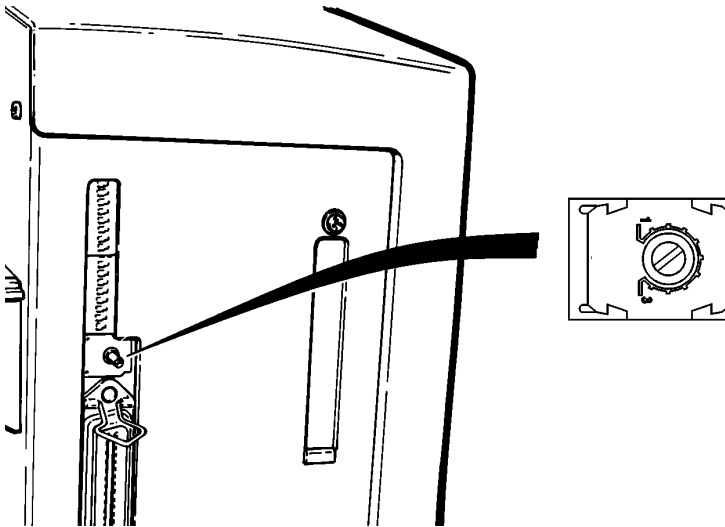
The adjustment is shown in the wide position.

Adjusting the Print Contrast

You may need to adjust the print contrast if the printing is too light or too dark. Having the correct print contrast is important because it affects how well your bar codes scan and how long your printhead lasts.

We recommend you check the bar code print quality with a bar code verifier.

Using a thin screwdriver, turn contrast knob clockwise for darker print; turn counter-clockwise for lighter print.



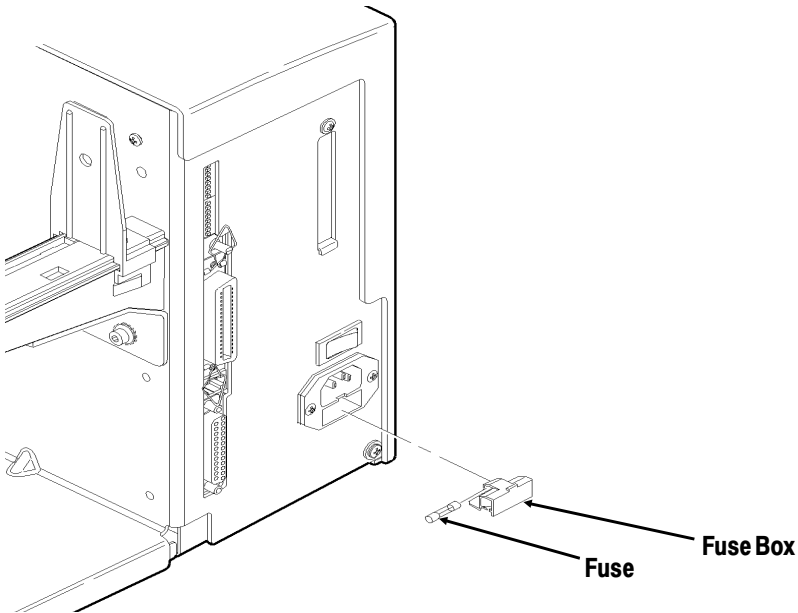
You only have to turn the contrast adjuster slightly.

Replacing the Fuse

The printer is shipped with a 115 volt or 220 volt slo-blow fuse.

To replace the fuse:

1. Disconnect the printer from the power source.
2. Use a screwdriver to pry open the fuse box in the back of the printer as shown.



3. Remove the old fuse and insert a new one.
4. Slide the fuse box back into the printer.

TROUBLESHOOTING

5

This chapter provides

- ◆ information about printing a test label.
- ◆ solutions to minor printing problems.
- ◆ explanations of error messages you may receive while using the printer.

Printing a Test Label

To print test labels:

Press **Feed** and **Pause** simultaneously. Hold for one second and release. Labels similar to these print:

```

PAXAR
MODEL: M9840    S/M: Version 6.2.0.0
A,0,0,0,0,0; B,1,1,0,0,0;
C,0,0,0,0,0,0;
D,1,0,2;
E,{,,",,},~,--,--,Od/Oa;
F,3,1,0,0,1;    (PARA)100
G,0,65,65;
M,D,N,1280; M,F,N,640;
M,I,R,3300; M,R,R,80;
M,T,R,20; M,V,R,3840;
```

```

PAXAR
MODEL: M9840    S/M: Version 6.2.0.0
TOTAL INCHES: 0000165
HI ENERGY INCHES:0000000
VOLTAGE: 36.53
CONTRAST POT: +000
PH RESISTANCE: 0840
BAD DOTS: 000
MEMORY: 1024KR/256KN
OPTIONS: M/R/P/X
DIPSW 0000000000000000
```

The first label shows the printer's configuration by packet (A-G). The second label shows the model number, software version, stock count, voltage, print contrast, printhead resistance, number of bad dots, installed options, and DIP switch settings.

If test labels do not print, press **Feed** and try again. If that does not solve the problem, call Technical Support.

Troubleshooting

This section helps you correct some problems that may occur.

Problem	Action
Error message appears during startup.	Turn off the printer, wait fifteen seconds and then turn on the printer. Call Technical Support if the error message reappears.
Does not print.	Check supply. Check ribbon. Send a corrected format and batch packet.
Does not feed.	Set wide/narrow knobs correctly. Try the narrow setting first, if the printing is too light, use the wide setting.
Partially printed data.	Clean the printhead. Send a corrected format packet.
Printing shadows or smears.	Clean the printhead. Change supply. Check ribbon.
Light printing.	Change supply. Adjust the print contrast. Check wide/narrow knobs. Try the narrow setting first, if the printing is too light, use the wide setting. Check ribbon.
Heavy printing.	Clean the printhead. Change supply. Adjust the print contrast. Check wide/narrow knobs. Try the narrow setting first, if the printing is too light, use the wide setting. Check ribbon.
Voids in printing.	Clean the printhead. Change supply type. Check ribbon.
Serial bar codes do not scan.	Use a print speed of 2.5 IPS. Adjust the print contrast.

If you cannot fix a problem, call Technical Support.

Error Messages

You may receive the following types of error messages:

- ◆ Data Errors
- ◆ Communication Errors

Some errors numbered 400-438 and 500-574 are internal software errors. Errors numbered 900-999 are hard printer failures. If you cannot clear an error, turn off the printer, wait several seconds and then turn on the printer. Call Technical Support if you receive any error message not listed in this chapter.

Data Errors

Errors 001 to 405 and 429 to 435 are data errors. This type of error indicates that incorrect data was sent to the printer, and the printer is ignoring it. Your System Administrator should correct the packet and send it back to the printer.

Error	Description/Action
001	Packet ID number must be 1 to 999 .
002	Name must be 1 to 8 characters inside quotes or a printer-assigned name ("").
003	Action must be A (add) or C (clear).
004	Supply length is invalid.
005	Supply width is invalid.
006	Storage device must be R (volatile RAM).
007	Unit of measure must be E (English), M (Metric), or G (Dots).
010	Field ID number is outside the range 0 to 999 .
011	Field length exceeds 2710 .
012	

Row field position is greater than the maximum stock dimension.

- 013 Column field position is greater than the maximum stock dimension.
- 014 Font selector is invalid.
- 015 Character rotation must be **0** (0 degree), **1** (90 degree), **2** (180 degree), or **3** (270 degree).
- 016 Field rotation must be **0** (0 degree), **1** (90 degree), **2** (180 degree), or **3** (270 degree).
- 017 Field restriction must be **V** (variable) or **F** (fixed).
- 018 Code page selection defined in the field must be **0** (Internal), **1** (ANSI), **2** (DOS 437), or **3** (DOS 850).
- 020 Vertical magnification must be **1** to **7**.
- 021 Horizontal magnification must be **1** to **7**.
- 022 Color must be **B**, **D**, **O**, **R**, or **W**.
- 023 Intercharacter gap must be **0** to **99** dots.
- 024 Field justification must be **B** (balanced), **C** (centered), **E** (end), **L** (left), or **R** (right).
- 025 Data length is outside the range **0** to **2710**.
- 030 Bar code height must be at least **20** (English), **51** (Metric), **40** (Dots), or is not within the supply dimensions.
- 031 Human readable option must be **0**, **1**, **5**, **6**, **7**, or **8**.
- 032 Bar code type is invalid.
- 033 Bar code density is invalid.
- 040 Line thickness must be **0** to **99** dots.

- 041 Line direction must be **0**, **90**, **180**, or **270**.
- 042 The line segment or box end row is defined outside of printable area.
- 043 The line segment or box end column is defined outside of printable area.
- 044 Dot pattern for line or box must be "".
- 045 Line length is defined beyond the maximum length.
- 046 Line type must be **S** (segment) or **V** (vector).
- 051 Imaging mode in the graphic header must be **0**.
- 101 Format referenced by batch is not in memory.
- 102 Print quantity is outside the range **0** to **32000**.
- 104 Batch mode must be **N** (new) or **U** (update).
- 105 Batch separator must be **0** (Off) or **1** (On).
- 106 Print multiple is outside the range **1** to **999**.
- 107 Cut multiple is outside the range **0** to **999**.
- 108 Multiple part supply is outside the range **1** to **5**.
- 109 Cut type is invalid.
- 200 Option number must be **1**, **4**, **30**, **31**, **42**, **50**, **60**, or **61**.
- 201 Copy length is outside the range **0** to **2710**.
- 202 Copy start position must be **1** to **2710**.
- 203 Destination start position must be **1** to **2710**.
- 204 Source field must be **0** to **999**.

- 205 Copy type must be **1** (Copy after rules) or **2** (Copy before rules).
- 206 Increment/Decrement selection must be **I** (increment) or **D** (decrement).
- 207 Incrementing start position must be **0** to **2710**.
- 208 Incrementing end position must be **0** to **2710**.
- 209 The incrementing amount must be **0** to **999**.
- 210 Security value for a PDF417 bar code must be **0** to **8**.
- 211 Narrow element value is less than **1** or greater than **99**.
- 212 Wide element value is less than **1** or greater than **99**.
- 213 Dimension must be **1** to **30** for a column or **3** to **90** for a row.
- 214 Truncation code must be **S** (standard) or **T** (truncated bar code).
- 215 Aspect code must be **C** (columns) or **R** (rows).
- 216 Option definition must be **S** (set) or **T** (template).
- 217 Input device must be **D** (Default), **H** (Host), **K** (Keyboard), **N** (None), or **S** (Scanner).
- 218 Pad direction must be **L** (from left) or **R** (from right).
- 219 Pad character is outside the range **0** to **255**.
- 220 Check digit selection must be **G** to generate check digit.
- 221 Primary or secondary price format is outside the range **1** to **15**.
- 222 Data type restriction is outside the range of **1** to **6**.
- 223 Option is not valid for the field.

- 224 Bar code Intercharacter gap must be **0** to **99** in printer dots.
- 251 Power up mode must be **0** (online) or **1** (offline).
- 252 Language selection must be **0** (English).
- 253 Batch separator code must be **0** (off) or **1** (on).
- 254 Slash zero selection must be **0** (standard zero) or **1** (slash zero).
- 255 Supply type must be **0** (black mark), **1** (die cut), or **2** (continuous).
- 256 Ribbon selection must be **0** (direct) or **1** (transfer).
- 257 Feed mode must be **0** (continuous) or **1** (On-Demand).
- 258 Supply position is outside the range.
- 259 Contrast adjustment must be **-390** to **1000** dots.
- 260 Print adjustment must be **-99** to **99** dots.
- 261 Margin adjustment must be **-99** to **99** dots.
- 262 Speed adjustment is invalid.
- 263 Primary monetary symbol is invalid.
- 264 Secondary symbol selection must be **0** (none) or **1** (print secondary sign).
- 265 Monetary decimal places must be **0** to **3**.
- 266 Character string length in Packet **E** must be **5** (MPCL control characters) or **7** (ENQ/IMD command character).
- 267 Baud rate selection must be **0** (1200), **1** (2400), **2** (4800), **3** (9600), **4** (19.2), or **5** (38.4).
- 268 Word length selection must be **0** (7 bits) or **1** (8 bits).

- 269 Stop bits selection must be **0** (1 bit) or **1** (2 bits).
- 270 Parity selection must be **0** (none), **1** (odd), or **2** (even).
- 271 Flow control selection must be **0** (none), **1** (DTR/DSR), **2** (CTS/RTS), or **3** (XON/XOFF).
- 272 Internal code page selection must be **0** (Internal), **1** (ANSI), **2** (DOS 437), or **3** (DOS 850).
- 273 Cut adjustment must be **-300** to **300** dots.
- 282 RS232 Trailer string is too long. Use a maximum of **3** characters.
- 283 ENQ Trailer string is too long. Use a maximum of **3** characters.
- 284 The buffer type must be **T** (transmit), **R** (receive), **I** (image), **F** (format, batch data, and graphics), **D** (downloadable fonts), or **V** (vector/scalable fonts).
- 285 The storage device type must be **N** (non-volatile RAM) or **R** (volatile RAM).
- 286 The buffer size is invalid.
- 287 The printhead width must be **0**.
- 290 Action must be **0** (disable) or **1** (enable) for Backfeed Control.
- 291 Dispense position must be **50** to **200** dots and/or the backfeed distance is greater than the dispense position.
- 292 Backfeed distance must be **10** to **200** dots.
- 310 Check digit scheme number must be **1** to **10**.
- 311 Modulus must be **2** to **11**.
- 314 Check digit algorithm must be **D** (sum of digits) or **P** (sum of products).

- 325 Duplicating direction must be **0** or **1**.
- 327 Amount of row adjustment must be **0** to **999**.
- 328 Duplicate count must be **0** to **999**.
- 340 Bitmap line encoding must be **H** (Hex) or **R** (Run length).
- 350 Font selector must be **1** to **9999**.
- 351 Font data length must be **68** to **16384**.
- 352 Insufficient font memory is available for the downloaded font.
- 380 Job request is outside the range **0** to **4**.
- 400 Invalid character following {.
- 401 Internal software failure. Call Technical Support.
- 402 Field separator is not in the expected location.
- 403 Field separator was not found.
- 404 The number or string that is currently being processed is too long.
- 405 Too many fields exist in the format. You cannot have more than 1000 fields in the format. Lines, boxes, and constant text fields count as fields.

Communication Failures

Errors 409 to 413 usually indicate a communication failure. These errors happen when the host and the printer cannot communicate. Ask your System Administrator for help.

Error	Description/Action
409	Printer memory is full. Delete unnecessary formats or graphics from memory. Try run length encoding for large graphics.
410	Parity mismatch.
411	Framing error (baud rate mismatch). This error may appear when you turn off the printer.
412	Flow control mismatch.
413	Receive buffer is full. Check flow control settings.
414	The internal keyboard buffer is full or you need a new keypad.
427	Format name must be 1 to 8 characters inside quotes or a printer-assigned name ("").
428	Batch name is invalid or graphic not found.
429	A field number appears more than once in a format.
430	The format uses a graphic file that cannot be found.
433	The batch references a field number that does not exist in the format.
497	An error occurred during the loop back test on the parallel port. Call Service.
499	An error occurred during the loop back test on the serial port. Call Service.

Data Formatting Errors

Errors 571 to 618 are data formatting errors. This type of error happens when a field prints incorrectly. Your System Administrator can correct the format, batch, or graphic packet and send the print job again. For errors 571 to 614, the printer will still print, but the data may be incomplete, missing, or wrong.

Error	Description/Action
571	UPC or EAN bar code data length in the batch doesn't fit the format.
572	Batch data doesn't fit the format, the field contains blanks, or data mismatch.
573	Batch data in price field doesn't fit the format or the field contains blanks.
574	Batch data in check digit scheme doesn't fit the format, or, the field contains blanks.
575	The graphic included in your format could not be found.
600	Imaging error because the batch was refused.
601	An error occurred while the batch was imaging.
602	The batch was not found during imaging.
611	Font, bar code, or density in the batch doesn't fit the format.
612	Batch data is missing or doesn't match the format.
613	Reference point off tag.
614	Portion of field off tag.
615	Bar code width is greater than 16 inches, or keywords on PDF 417 bar code exceed 928 .

- 616 A bad dot falls on a bar code that cannot be shifted.
Call Service or replace the printhead.
- 618 Magnification must be 1 to 7.
- 620 Font and printhead density mismatch. Check the font or
verify the correct printhead (203 dpi or 300 dpi) is
installed.

Machine Faults

Errors 700 to 765 happen when there is a problem with the printer.

Error	Description/Action
700	An error is pending, and the printer cannot continue with the batch.
701	Printer received a command that it cannot execute while it is running.
702	Check your printer's SETUP settings.
703	The printer sensed a calibration of different-sized black marks.
704	Printer didn't detect a sense mark within the maximum feed length or out of supplies. Check or load supplies.
705	Invalid batch received.
750	Printhead is overheated. Turn off the printer and let it cool.
751	Printer didn't detect a sense mark when expected.
752	Printer detected a sense mark in the wrong place.
753	Printer detected a sense mark that is too long.

- 754 Out of ribbon or ribbon jam. Check or load ribbon. Remove any slack in the ribbon by turning the take-up reel clockwise. Load a new ribbon.
- 755 Printhead is open. Close the printhead.
- 756 Out of supplies. Load supplies.
- 757 Reload supplies (supply length mismatch).
- 758 The supply was not seen or the On-Demand sensor is not working correctly. Check for a supply jam. Clear the supply path or reload supplies. This error may occur if you remove a label too quickly in the On-Demand mode. The printer does not recalibrate after this error.
- 759 Knife is not moving. Call Technical Support.
- 760 Knife jam. Call Technical Support.
- 761 Stacker is full or jammed. Empty the stacker before continuing.
- 762 Low battery. Recharge the battery.
- 763 Waiting to dispense label. Press **Feed**.
- 764 Verifier failure. Call Technical Support.
- 765 Printhead failure. Replace the printhead or call Technical Support.
- 768 Printhead has more than 10 bad dots or is not connected. Make sure the printhead is connected and if necessary, replace the printhead.
- 770 The print motor is not ready. Call Technical Support.
- 771 The format specified by the application was not found. Reload your application and format and try again. If the problem continues, call Technical Support.

- 790 The printer is busy. Wait until the printer is idle (not receiving data or no batch waiting to print) before you send any packets. This error may occur when you try to print a test label if the printer is busy.
- 791 The printer has an error pending. Turn off the printer. Wait 15 seconds and turn it back on. Resend the packets. If the problem continues, call Technical Support.
- 792 The printer is not initialized. Call Technical Support.
- 793 The printer job queue is full. Turn off the printer. Wait 15 seconds and turn it back on. Resend the packets. If the problem continues, call Technical Support.

Errors numbered 900-999 are hard printer failures. Call Service if you receive these messages.

Error 911 may appear when you turn off the printer.

SPECIFICATIONS & ACCESSORIES

A

Printer

Height:	12.5 inches (318 mm)
Width:	12 inches (305 mm)
Depth:	13 inches (330 mm)
Weight:	29 lb. (13 kg)
Shipping Weight:	33 lb. (15 kg)
Power:	115 Vac, 60Hz, 100 Vac, 50/60 Hz, 230 Vac, 50Hz
Operating Limits:	For Thermal Transfer (ribbon) 40° to 95° F (4° to 35° C)
Printhead:	Thermal at 4 inches (102 mm) wide 300 dpi (11.8 dots per mm)
Printing Method:	Thermal Transfer (ribbon)
Print Speed:	4.0 inches (102 mm) per second

Supply Specifications

Supply Types: Thermal Transfer Perforated Fabric Labels

Fabric Label Kits: Kits include fabric and ribbon.

Paxar Systems: The fabric is available in standard widths, ranging from 1.0 inch (25 mm) to 1.75 inches (45 mm), perforated to standard lengths.

Paxar Europe: The fabric is available in 35 mm or 50 mm widths.

Fabric: 4800TWT (Paxar Systems)
2035NWT (Paxar Europe)

Sizes: Supplies are available in widths ranging from 1.0 inch (25 mm) to 4.25 inches (108 mm) and lengths ranging from 1.0 inches (25 mm) to 12.5 inches (318 mm).

Contact your Paxar Representative for more information about kits and approved supplies. Additional configurations may be available.

Ribbon Specifications

Ribbon Storage: Do not leave ribbon in direct sunlight, high temperatures, or high humidity.

Ribbon Type: DK1111 (Paxar Systems)
CL1111 (Paxar Europe)

Ribbon Widths: DK1111 is available in the following widths:
1.3 inches (33 mm)
1.61 inches (41 mm)
2.16 inches (55 mm)
4.1 inches (105 mm)

CL1111 is available in the following widths:
40 mm
50 mm

For best results, use a ribbon that is 0.25 inches (6.35 mm) wider than your fabric.

Ribbon Length: 23,600 inches (600 meters)

Contact your Paxar Representative for more information about approved ink products. Additional configurations may be available.

Accessories

- ◆ International Fonts
- ◆ Internal TwinAx/CoAx Protocol Converter
- ◆ LAN Print Server RJ-45 Connector (10BaseT)
 BNC Connector (10Base2)
- ◆ Printhead Assembly Kit
- ◆ Ribbon Take-up Core (available in two, three, or four inches)

To order supplies or call customer support, use the number on the back of this manual.

USING ADVANCED FEATURES

B

This appendix contains information about changing the print contrast, print speed, or enabling immediate commands.

These procedures are only for System Administrators.

Adjusting Print Contrast

For this printer, the print contrast range is **-390** to **+1000**.

Defining the Print Control Packet

Use the print control packet (C) to set the contrast, print, and margin adjustment, print speed, and printhead width.

Syntax {I,C,contrast,print_adj,margin_adj,
 speed_adj,ph_width | }

- | | |
|-----------------------|--|
| <i>C1. C</i> | Print Control Packet |
| <i>C2. contrast</i> | -390 to 1000 . 0 is the default. |
| <i>C3. print_adj</i> | -99 to 99 in 1/300 inch. 0 is the default. Adjusts where data prints vertically on the supply. Increase the print position to move print up, decrease to move print down. |
| <i>C4. margin_adj</i> | -99 to 99 in 1/300 inch. 0 is the default. Adjusts where data prints horizontally on the supply. Increase the margin position to move print to the right, decrease to move print to the left. Margin and print position are format adjustments. They will not affect the supply position, dispense position, or backfeed distance. |
| <i>C5. speed_adj</i> | Print speed in inches per second (IPS). Use 40 (4.0 IPS). |
| <i>C6. ph_width</i> | Width of the printhead in dots. Use 0 for this printer. |

Example {I,C,200,-50,-30,40,0 | }

Uses a print contrast of 200, moves print 0.17 inch closer to the bottom of the supply (50/300 inches) and .10 inch to the left on the supply (30/300 inches), prints at four inches per second, and uses the default printhead width.

Defining the Monetary Formatting Packet

The monetary formatting packet (D) selects the monetary symbols to print for a price field. Use the monetary formatting packet to select primary and secondary monetary symbols, and designate the number of digits to appear at the right of a decimal.

Syntax {I,D,cur_sym,secondary,decimals |}

D1. D Monetary Formatting Packet

D2. cur_sym Currency Symbol. Options:

0	No symbol
1	USA (\$, Dollar- default- all printers)
2	UK (£, Pound)
3	Japan (¥, Yen)
4	Germany ([₳] , Deutsche Mark)
5	France (F, Franc)
6	Spain (P, Peseta)
7	Italy (L., Lira)
8	Sweden (Kr, Krona)
9	Finland ([₯] , Markka)
10	Austria ([₧] , Shilling)
11	India (Rs, Rupee)
12	Russian ([₮] , Ruble)
13	Korean ([₩] , Won)
14	Thai ([฿] , Baht)
15	Chinese (¥, Yuan)
16	Euro-Dollar ([€] , Euro-Dollar)

NOTE: To use these symbols, select the internal symbol set.

D3. secondary Secondary Sign. Options:

0	No secondary sign (default- all printers)
1	Print secondary sign (all printers)

NOTE: Secondary symbols only print if you designate at least one decimal place.

D4. decimals

Number of digits to the right of the decimal. Options:

- 0** No digits (all printers)
- 1** One digit (all printers)
- 2** Two digits (default- all printers)
- 3** Three digits (all printers)

Example {I,D,1,1,2 I}

Prints the dollar sign, uses a secondary symbol, and places two digits to the right of the decimal.

Using Immediate Commands

Use the control characters packet (E) to change the MPCLII control characters, enable and disable the immediate commands, and change the default terminator character for job requests and ENQ's.

Changes take effect with the first character following the end of header character } of the configuration packet. Each control character must be unique and cannot appear anywhere else in your packet, except within quotation marks. You can customize the trailer characters to work with your host.

Wait two seconds for the new characters to
take effect before sending packets using the
new characters.

Use the following syntax for the control characters packet. Notice all but the first parameter are within quotation marks.

Syntax { I, E, "ANSI_cd", "string1", "string2" | }

E1. E Control Characters Packet

E2. "ANSI_cd"	~123	Start of header	{	(left bracket)
	~044	Parameter separator	,	(comma)
	~034	Quoted strings	"	(quotes)
	~124	Field separator		(pipe sign)
	~125	End of header	}	(right bracket)
	~126	Data escape character (optional)	~~	(double tilde)
	def. ch.	Immediate command character (optional). Up to any 3 characters in the 0 to 255 decimal range. The character must be defined before this command can be used. The caret (~094) is normally used.		

NOTE: "ANSI_cd" includes seven separate parameters. The first five parameters are required. The other parameters are optional.

E3. "string 1" Terminator for status requests and ENQ requests. Up to any 3 characters in the 0 to 255 decimal range. The default is "013". Sending "" disables this sequence.

E4. "string 2" Terminator for job requests and data uploads. Up to any 3 characters in the 0 to 255 decimal range. The default is none. Sending "" disables this sequence.

After you change these parameters, all packets, including any future configuration packets, must use the new control characters. Monarch recommends using the tilde and ASCII character code sequence when sending this packet multiple times. Also, set the packet delimiters to characters within the 21 hex to 7E hex range.

You must send the control characters packet to enable the immediate commands. An immediate command will execute immediately, even if it is embedded within quotation marks, and all data following the command in the string will be ignored.

Example {I,E,"~123~063~034~124~125~126~094" | }

Changes the parameter separator character from , to ?. The other control characters remain unchanged. It also enables the immediate commands by defining the ^ symbol as the command identifier.

Resetting Control Characters

You can change the characters in the previous example back to their original settings by downloading this packet:

{I?E?"~123~044~034~124~125~126~094" | }

Notice that the parameter separator is ? in this packet. This is the parameter separator that was set before this packet. Once the packet is received by the printer, the new parameter separator (a comma, in this case) is valid.

Be careful when using this feature. If you forget what the control characters were changed to, print a test label. (The test label lists the current control characters)

Enabling Immediate Commands

Immediate commands affect printer operation as soon as the printer receives them. You can use immediate commands to reset the printer, or cancel and repeat batches. Each command must be sent separately.

When the printer is first turned on, these commands are not available. To use these commands, you must first send the control characters packet and define the immediate command control character. The immediate command control character is saved in non-volatile RAM and therefore not lost after you turn off the printer. Once the immediate command control character is defined, the immediate commands are enabled.

Sending Immediate Commands

Immediate commands consist of a three- or four-character sequence you can send in a packet or embed in your application. Each command must be sent separately.

Syntax control character_immediate command

The printer can accept only one immediate command at a time. Sending a command before the previous one is completed can result in an error.

Example ^CB

Immediately cancels the batch currently printing. This example assumes that the defined immediate command control character is the caret (^).

Command	Parameter
^CA	Cancels all the batches in the queue.
^CB	Cancels only the current batch being printed.
^DD or ^DCd	Disables the MPCL data escape character (the tilde) and inhibits MPCL from acting on ANY data escape sequence from the host. Sets the MPCL data escape character to the ASCII value given by the d parameter. The value can be any ASCII character.
^EA	Aborts an error condition. This command is the same as pressing CLEAR to clear an error. May need to be sent multiple times. Use ^RB to reprint batch. CAUTION: Command causes the current batch to stop and the condition that caused the error to remain uncorrected.
^ER	Resets the error. This command is the same as pressing FEED to acknowledge an error. Normal operation will resume.
^FD	Feeds a label when printer is idle . Simulates the operation of pressing FEED and dispenses the next label if printer is in the on-demand mode. NOTE: Printer ignores this command if printing.

Command	Parameter
^GD	Does not convert 203 dpi measurements in formats.
^GE	Converts dot measurements in formats from 203 dpi to 300 dpi measurements.
^ID or ^ICd	Disables the Immediate Command feature by turning off the Immediate Command escape character. Sets the Immediate Command escape character to the ASCII value given by the d parameter. The value can be any ASCII character.
^MC	Returns the customer ID or RPQ version to the host. (00 to 99)
^MD	Returns the printhead dot density to the host. 00 = 203 dpi 01 = 300 dpi
^MI	Returns the customer ID or RPQ revision level to the host. (00 to 99)
^MM	Returns the model number to the host. 06 = M9820 07 = M9830 08 = M9835 09 = M9840 10 = M9856 11 = M9403 15 = M9805
^MP	Returns the prototype number to the host. (00 to 99)
^MR	Returns the revision number to the host. (00 to 99)
^MV	Returns the version number to the host. (00 to 99)
^PR	Resets the printer. This command takes five seconds to complete and then the printer is ready to receive data. It has the same effect as turning off and then turning on the printer. NOTE: Command should be used only when the printer is not printing.
^RB	Repeats the last printed batch, printing the same number of labels as specified in the original batch. This command does not work if using batch separators. NOTE: Printer ignores this command if printing.
^RS	Resynchronizes supply when supply roll is changed. NOTE: Printer ignores this command if printing.
^SD or ^Scd	Disables the status polling feature by turning off the status polling control character. Sets the status polling control character to the ASCII value given by the d parameter. The value of d can be any ASCII character.
^TP	Prints a test label set. NOTE: Printer ignores this command if printing.

The table represents the defined immediate command control character as ^ and the defined status polling control character as **d**. You may define these characters to suit your needs. To use the immediate command control character or the status polling character within your data, use the tilde sequence.

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